

UNITED STATES CITIZENSHIP & IMMIGRATION SERVICES

Incoming Mail Standard Operating Procedures

Module 1
Version 7.5

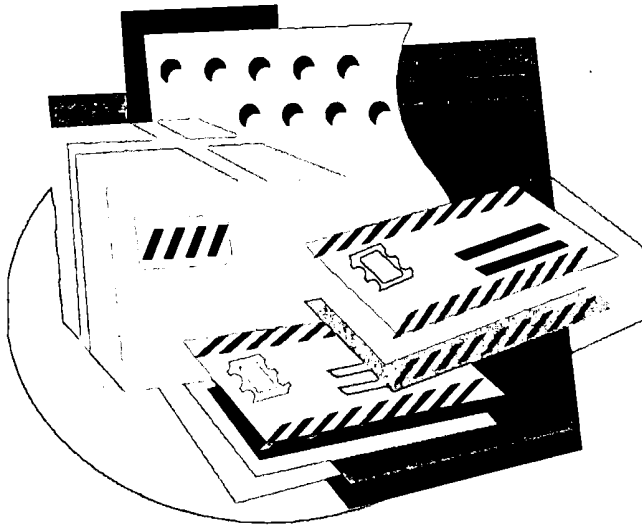


Table of Contents

Overview.....	3
Incoming Mail Supply List.....	3
Types of Incoming Mail.....	3
Postal Mail Pick Up.....	7
Mail Delivery.....	7
Counting Incoming Mail.....	9
Incoming Mail Documentation.....	9
Sorting Mail.....	10
Tagging Mail Bins.....	11
Mail Volume Verification.....	14
Reporting Incoming Mail Volume.....	15
Distributing Mail to Extractions Area.....	15
Exception Mail Handling.....	15
Return to Sender Mail.....	15
Misdirected Mail/Trackable Mail.....	16
Handling Suspicious Mail.....	16
Handling Damaged Mail.....	17
Multiple Boxes for a Single Transaction:.....	17
Exhibits:.....	Error! Bookmark not defined.
Revision History.....	Error! Bookmark not defined.

Overview

The purpose of this standard operating procedure is to provide the daily workflow for processing Incoming Mail in USCIS Operations.

Courier Service (CS) sends two drivers to pick up/deliver certified, express and registered mail from the U.S. Post Office for United States Citizenship and Immigration Services (USCIS), Monday through Friday.

Incoming Mail Supply List

The following supplies are required for the incoming mail process:

- Blank mail receipt tickets
- Incoming Mail Volume Documentation Reports
- Manual date stamp
- Empty mail bins
- Storage racks
- Rubber bands
- Black binder clips
- Black pen

Types of Incoming Mail

The USCIS lockbox site receives the following types of mail:

Direct Mail

Indicates mail was addressed **directly** to the USCIS lockboxes:

Chicago site address:

131 S. Dearborn, 3rd Floor
Chicago, IL 60603-5517

P.O. Box Number	Program
P.O. Box 805887	AOS
P.O. Box 5757	DACA (Deferred Action for Childhood Arrivals)
P.O. Box 805925	Genealogy
P.O. Box 804625	I-130 (CSC)
P.O. Box 804616	I-130 (VSC)
P.O. Box 7218	K Box
P.O. Box 7219	L Box
P.O. Box 805876	Newman
P.O. Box 804727	NWIRP
P.O. Box 8635	TPS El Salvador- NRC
P.O. Box 4464	TPS Haiti
P.O. Box 7332	TPS IJ Grants
P.O. Box 6943	TPS Nicaragua/Honduras -NRC
P.O. Box 7216	V Box
P.O. Box 4599	I-601A

Dallas Site Address:

2501 S. State Hwy 121 Ste 400
Lewisville, TX 75067

P.O. Box Number	Program
P.O. Box 660087	Adoption Hague 800 Series
P.O. Box 660088	Adoption Non Hague 600 Series
P.O. Box 660045	DACA (Deferred Action for Childhood Arrivals)
P.O. Box 660151	I-129F
P.O. Box 660865	I-131 HP
P.O. Box 660866	I-131 HRIFA
P.O. Box 660128	I-140
P.O. Box 660168	I-526
P.O. Box 660166	I-539
P.O. Box 660162	I-817
P.O. Box 650809	N-300
P.O. Box 660060	N-400
P.O. Box 660867	Non Family Based
P.O. Box 660939	Non Family Based EOIR-29
P.O. Box 660864	TPS El Salvador
P.O. Box 660167	TPS Haiti
P.O. Box 6943	TPS (Nicaragua/Honduras)

Phoenix Site Address:

1820 E Skyharbor Circle S, Ste 100
Phoenix, AZ 85034

P.O. Box Number	Program
P.O. Box 20700	DACA (Deferred Action for Childhood Arrivals)
P.O. Box 21600	Foreign Filings
P.O. Box 21262	I-90
P.O. Box 21700	I-130 Standalone
P.O. Box 21300	I-907
P.O. Box 21251	N-400
P.O. Box 21400	N-400 Expedited
P.O. Box 20100	NATZ Forms
P.O. Box 21200	NATZ Forms Expedited
P.O. Box 21281	Non Family Based
P.O. Box 21100	Non Family Based I-290B
P.O. Box 24047	TPS Haiti
P.O. Box 21800	TPS El Salvador

Indirect Mail

Indicates the mail is received from a USCIS Service Center or District Office.

The indirect volume should be recorded on the Courier Delivery Logs and the Daily Summary Logs.

The following are the USCIS addresses from which the sites may receive mail:

USCIS California Service Center 24000 Avila Road, 2nd Floor, Room 2312 Laguna Niguel, CA 92677	USCIS National Benefits Center 850 N.W. Chipman Road, Suite 5000 Lee's Summit, MO 64063
USCIS Nebraska Service Center 850 S Street Lincoln, NE 68508	USCIS Texas Service Center 4141 St. Augustine Rd. Dallas, TX 75227
USCIS Vermont Service Center 75 Lower Welden Street St. Albans, VT 05479-0001	

Acknowledging Receipt of Service Center Shipments

1. Incoming Mail Supervisor and other site contacts will receive an email/s from the service center/s with a Shipping Manifest attached. The Shipping Manifest will include the tracking number of the package, envelope count and application count.
2. Incoming Mail Supervisor will provide Incoming Mail Associate with a printed Shipping Manifest.

Note that if the Incoming Mail Supervisor is out of the office, another site contact will have to print and provide the manifest to the Incoming Mail Associate. It is the responsibility of the Incoming Mail Supervisor to ensure that there is a designated back up during their absence for this process as response to the email is expected same day.
3. Incoming Mail Associate will be on the lookout for the packages listed in the emailed shipping manifest.
4. Once the package/s is located, the Incoming Mail Associate or Team Lead or Supervisor should count the number of envelopes and reference the Shipping Manifest to validate that the envelope count received matches the envelope count presented in the Shipping Manifest.

5. Incoming Mail Associate will notify the Incoming Mail Supervisor of the results of the package inspections.
6. Incoming Mail Supervisor will acknowledge the email from the Service Center and confirm receipt of the total number of envelopes outlined in the Shipping Manifest, or relate any discrepancy between actual envelope count found in the package and the total envelope count outlined in the Shipping Manifest.
7. The Incoming Mail Associate will write their SID on the Shipping Manifest and place the Shipping Manifest in the Incoming Mail Binder with the rest of the daily incoming mail reports.

Postal Mail Pick Up

The courier mail pick up procedures are as follows:

1. Two courier drivers pick up mail from the post office.
2. The courier drivers sort/count the certified, express and registered mail packages received in the USCIS P.O. Boxes.
3. Courier Service completes a Mail Received log at the post office for each mail pick up. The following is written on the Mail Received Log:
 - a. Delivery date
 - b. Delivery time
 - c. Courier driver's ID/Name
 - d. Total number of certified, express, registered, mail received in the USCIS P.O. Boxes
 - e. Total mail received
 - f. Total Mail tubs
4. Courier drivers load mail into their vehicle and deliver it 1820 E Skyharbor Circle S, Ste 100, Phoenix, AZ; or 2501 S State Hwy. 121, Ste 400, Lewisville, TX; or 131 S. Dearborn in Chicago, IL loading dock for drop off.

Mail Delivery

The courier mail delivery procedures must be followed for all mail deliveries.

1. Courier service delivers mail to 1820 E Skyharbor Circle S, Ste 100, Phoenix, AZ; or 2501 S State Hwy. 121, Ste 400, Lewisville, TX ; or 131 S. Dearborn in Chicago, IL loading docks
2. Courier rings the bell to notify USCIS security guards of their arrival
3. Couriers must face the security cameras, while on the loading dock
4. Courier identifies themselves to security guard by speaking to an intercom
5. USCIS security guard and mail clerk proceed to the loading dock
6. Courier unloads the mail from the courier vehicle into a cart or on to a flatbed
7. USCIS security guard does a check of the courier vehicle to ensure that all mail is removed
8. USCIS security guard and mail clerk associate/supervisor verifies that all mail in cart or flatbed is transported to the production floor.
9. Mail clerk counts the total number of buckets couriers delivered by the Courier and compares to the Total Mail Buckets Received on the Mail Received Log.
10. If Mail Clerk counts matches the Courier count, both the Mail Clerk associate/supervisor and Courier must initial the log next to the bucket volume count.
11. If there is a difference, the courier must investigate to find the missing mail bucket.
12. For Certified and Express or Trackable mail, Mail Clerk validates the mail count to the firm Delivery Receipt Log while the Courier is on site.
13. Any differences must be noted on the log and signed off by the courier.
14. Once the mail count is validated, Mail Clerk signs off on the Courier Delivery log.
15. The courier may leave the site after all Certified and Express mail has been counted and signed off on.
16. The Mail Clerk counts all the 1st class mail delivered.
17. Courier gives the mail clerk(s) a completed "Mail Received Log" with delivery.

18. USCIS security guard escorts courier back to the loading dock.
19. Mail clerk takes mail to the staging area to be counted.
20. USCIS security guard is free to leave the area
21. If there is a discrepancy between the courier mail count and mail count, the discrepancy is noted on the Courier Delivery Log.
22. The courier is contacted to communicate the discrepancy.
23. The name of the individual contacted at the courier company is documented on the Courier Delivery Log.

Counting Incoming Mail

These steps are to be followed for counting USCIS incoming mail deliveries:

1. The mail clerk validates the number of buckets delivered.
2. The mail clerk counts all Express/Certified mail while the courier is on-site.
3. The mail clerk enters the mail totals on the Daily Summary Log.
4. The mail clerk counts 1st class mail after the courier has been released and document any mail count discrepancies and action taken to resolve on the Courier Delivery Log.

Incoming Mail Documentation

The following documentation applies to the incoming mail process:

Type of Incoming Mail Documentation	Where Documents Filed	Filed By
Courier Delivery Log	Binder located on incoming mail desk	Mail Clerk
Daily Mail Received Summary Log	Binder located at Timesheet Station	Mail Clerk
Firm Delivery Receipt for all trackable mail. These reports may include Registered mail, Certified mail (green card) and express mail. Report comes from USPS	Inside the storage cabinet located in the operations area	Mail Clerk
Incoming Mail Receipt Ticket	Attached to Incoming Mail Trays	Mail Clerk

5. The mail clerk determines if the various mail receipt totals are accurate compared to the number of envelopes received /counted.
 6. The mail clerk stamps the green certified receipt cards with the corresponding USCIS Lockbox stamp, Phoenix Lockbox and Lewisville Lockbox.
 7. Signed green certified receipt cards are rubber banded and placed in a bin to be returned to the post office.
 8. The stapled Mail Received Logs are filed in a binder in the operations area.
 9. All mail daily logs should be kept together and placed in binder.
- Note:** If mail is not received for a drop, a Mail Delivery Log should be completed that says "No Mail Received."


Sorting Mail

After the mail is loaded into the USCIS mail staging area, the mail clerk sorts and tags the incoming mail. Carefully read the P.O. Box on incoming mail to ensure that it belongs in USCIS for processing.

The incoming mail is sorted as follows:

- P.O. Box mail (certified, express, and registered) is sorted by lockbox number/programs i.e. N-400 & I-90 and placed in postal mail trays
- Green cards are removed from all the certified mail packages
- Return and Misdirected mail including trackable mail should be removed and stored in bin labeled Return and Misdirected mail

Carefully read the P.O. Box label to ensure that it belongs to USCIS for processing. The postal mail trays are filled to capacity with a mixture of certified, express, registered or courier mail.

 **NOTE:** Mail clerks should never mix the mail packages for military and non military (civilian) when they are placed in the mail trays.

Tagging Mail Bins

The steps to tag incoming mail are as follows:

A. For all priority mail (including USPS Express, UPS, Fed Ex, DHL, etc) :

The mail clerk completes a colored incoming mail receipt ticket for each postal mail bin. Incoming mail receipt tickets should reflect the **next business day from the mail receipt date regardless of the time that the priority mail was received.**

1. Select the appropriate colored incoming mail receipt ticket

If the priority mail incoming mail received date is:	Then...
Tuesday July 17 th , 2012	<p>The mail clerk should attach a Wednesday colored incoming mail receipt ticket which is blue (+1 business day from the business day on which mail was received) and should stamp the mail receipt tickets with the date of 07/17/12</p> <p>*The ticket color of the mail receipt ticket is an indicator of the day the mail should be processed by.</p> <p>Note: If the following day is a holiday, the mail receipt ticket color should reflect that of +2 business days from the business day on which mail was received.</p>

B. For all non Express USPS mail (also NOT including UPS, Fed Ex, DHL, etc):

The mail clerk completes a colored incoming mail receipt ticket for each postal mail bin. Incoming mail receipt tickets should reflect the next business day from the mail receipt date.

1. Select the appropriate colored incoming mail receipt ticket
2. **12pm local time** is the cut off for next day's mail.

If the USPS incoming mail received date is:	Then...
Tuesday July 17 th , 2012 prior to 12pm local time	The mail clerk should attach a Wednesday colored incoming mail receipt ticket which is blue (+1

	<p>business day from the business day on which mail was received) and should stamp the mail receipt tickets with the date of 07/17/12</p> <p>*The ticket color of the mail receipt ticket is an indicator of the day the mail should be processed by.</p> <p>Note: If the following day is a holiday, the mail receipt ticket color should reflect that of +2 business days from the business day on which mail was received.</p>
Tuesday July 17 th , 2012 after 12pm local time	<p>The mail clerk should attach a Thursday colored mail receipt ticket which is white (+2 business days from the business day on which mail was received) and should stamp the mail receipt tickets with the date of 07/18/12.</p> <p>*The ticket color of the mail receipt ticket is an indicator of the day the mail should be processed by.</p> <p>Note: If the following day is a holiday, the mail receipt ticket color should reflect that of +2 business days from the business day on which mail was received.</p>

Exception Condition to be monitored by management:

If:	Then...
If the mail is received after 12pm local time and the site has capacity to scan the work before 11:59pm of the current day	<ul style="list-style-type: none"> The mail should not be held for processing until after midnight, the received date and incoming mail ticket color must be changed to allow for timely processing and accurate tracking of this work Management must access the volume capacity and identify the work that must be restaged for scanning

- The mail must be retagged, the received date on the incoming mail ticket must be changed back to that of current business day
- The incoming mail ticket color must be changed to +1 business day of when mail arrived
- The received date on the transaction folders must be re-stamped to match the new date on the incoming mail tickets.

Detailed example:

- Mail is received Tuesday December 12th after 12pm local time
- Mail is then date stamped with December 13th and mail is tagged with white incoming mail tickets (+2 business days on which mail was received)
- Management notices that there is capacity in scanning to start to scan the mail that had been tagged with a received date of December 13th prior to 11:59pm of December 12th
- Volume capacity for scanning is identified and the work that can be processed before 11:59pm is retagged, incoming mail ticket color changes to blue (+1 business day of when mailed arrived), a received date of December 12th is stamped on the incoming mail ticket and the received date on the transactions that will be processed before 11:59pm will also be re-stamped to have a received date of with

	December 12 th
--	---------------------------

Incoming mail receipt ticket color table:

Week Day	Receipt Ticket Color Codes
Monday	Green
Tuesday	Yellow
Wednesday	Blue
Thursday	White
Friday	Red

- b. Electronically or manually date/time stamp the received date in the box located on the right side of the Incoming Mail Receipt Ticket
- c. Circle the time mail is delivered to USCIS from the post office
- d. Check 4mark the appropriate box for the type of mail received
- e. Place a check 4 mark next to the contents verified and write the Employee ID

- 2. Attach the incoming mail receipt ticket to the front of each mail bin.
- 3. Place the tagged postal mail bin(s) on the metal storage racks grouped together by the P.O. Box

Mail should be placed on the racks in date and time order to facilitate first in first out


Tagging Mail Bins with Bin Number Label

Ensure that Bin Number labels are affixed to each postal mail tray prior to the distribution of mail to Extraction.

Mail Volume Verification

The mail clerk provides the following mail volume documentation to the shift Supervisor verifying each mail delivery:

- Daily Summary Report Log
- Courier Delivery Log

 **NOTE:** Mail volumes may reflect an increase following holidays, three-day weekends and on Sunday nights.

Reporting Incoming Mail Volume

Incoming mail volumes are reported daily as follows:

1. Mail Clerk – provides updates to the Incoming mail volume board
2. Shift Supervisor is responsible for the following:
 - Ensures the incoming mail totals for direct and indirect were calculated correctly
 - Verifies that Incoming mail volumes trend are consistent
 - Provides CIS management and the customer liaison (USCIS) with detailed reports of incoming mail



NOTE: The incoming mail volume board always reflects the current day's incoming mail volumes.

If...	Then...
Incoming mail falls below or exceeds the anticipated volume,	The shift supervisors should inform the respective shift managers

Distributing Mail to Extractions Area

The steps to distributing mail to Extraction are as follows:

1. At the beginning of each shift, the supervisor/team lead informs the Extraction spider what type of mail (i.e. direct, specific date of work etc.) should be distributed to the extraction area.
2. The spider or mail clerk removes mail from the storage rack and hand delivers it the extraction associates.

Exception Mail Handling

Return to Sender Mail

"Return to sender" mail is processed as follows:

1. Incoming Mail Clerk
 - a. Sorts mail
 - b. Separates return to sender mail from USCIS mail
 - c. Places return to sender mail in the appropriate bin labeled by program on rack in the Documentation Preparation (Doc Prep) area
 - d. Team lead verification prior to mail being returned to Post Office
2. USCIS Customer Service Clerk
 - a. Removes mail from return to sender trays
 - b. Finds alternative mailing address for mail
 - c. Places mail in envelope and sends out with daily outgoing USCIS mail

Misdirected Mail/Trackable Mail

Misdirected mail is processed as follows:

1. Incoming mail clerk
 - a. Sorts mail
 - b. Separates misdirected mail from USCIS mail
 - c. Sorts and places misdirected mail in tray
 - d. Document on Firm Delivery Sheet Log
 - e. Team lead verification prior to mail being returned to Post Office
2. Mail is returned to the US post office during the last shift courier mail pick up



NOTE: The Return to sender and Misdirected mail totals are reflected on the USCIS Incoming mail Revised Mail Total Report

Handling Suspicious Mail

If...	Then...
A suspicious envelope is received	<p>Associates:</p> <ol style="list-style-type: none"> 1. Remain calm. 2. Do not open it. 3. Place the contents back in the envelope. 4. Move all nearby personnel away. 5. Notify a supervisor, manager or Security officer immediately. <p>Management Team :</p> <ol style="list-style-type: none"> 1. Supervisors and managers should not remove a suspicious letter or package. They should leave the letter or package lying on a flat surface. 2. Move all personnel away. 3. Inform the on site security officers, who will notify organ Chase Bank Security. 4. Authorities will assess the situation and remove the envelope or package. <p>Authorities will handle employees exposed to possible suspicious mail.</p>



NOTE: All personnel with direct contact with suspicious mail should wash hands with soap and water.

In Case of an Evacuation

If...	Then...
You are asked to evacuate the work area	Remain calm and exit in an orderly manner. Management will advise you when to return to the work area.

Handling Damaged Mail

Any damaged mail discovered by an associate should be forwarded to the onsite customer unopened.

If an associate receives a package in damaged condition from any mail delivery vendor it must remain unopened and placed in the onsite customer bin. A USCIS Supervisor or their designate must review the package. The USCIS Supervisor will verify that an M-180 is prepared for each applicant or G-28 representative in the damaged package.

Some examples of damaged mail are:

1. Any items stamped "Found Loose in Mail"
2. Any items that appear to be physically damaged.

Multiple Boxes for a Single Transaction:

In some cases, there could be multiple boxes containing documentation for a single transaction.

- Be alert for any markings on boxes such as "1 of 3" or "*Applicant Name* - 3 Boxes". In these cases, be sure to consolidate the boxes together correctly.
- Be alert when looking at Shipping Labels on packages received to see if there are multiple boxes from the same applicant.